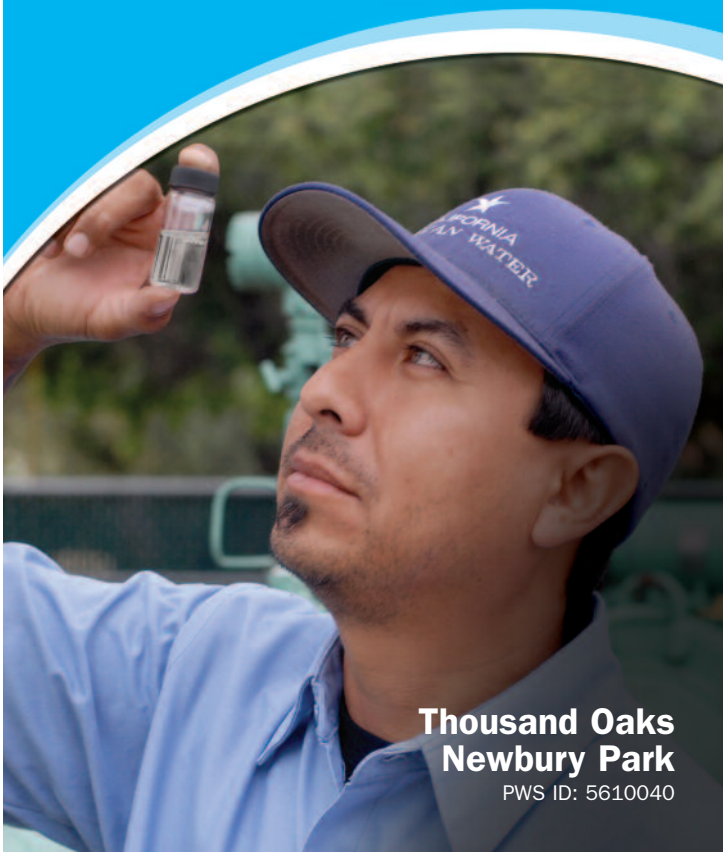
2011 Consumer Confidence Report

CALIFORNIA
AMERICAN WATER



Thousand Oaks
Newbury Park
PWS ID: 5610040

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

此份有關你的食水報告,內有重要資料和訊息,請找他人為你翻譯及解釋清楚。

Chi tiết này thật quan trọng.
Xin nhờ người dịch cho quý vị.

A Message from California American Water President, Rob MacLean

California American Water is proud to be your local water service provider and I am pleased to share with you good news about the quality of your drinking water. Each year, we provide you with our Annual Water Quality Report – and like so many years prior – you'll find that we continue to supply water that meets or surpasses both state and federal water quality regulations.

This doesn't happen by chance. It requires having the right team of experts and technologies in place. Delivering high-quality, reliable water service to your tap around the clock also requires significant investment in our water infrastructure. In 2011 alone, we invested more than $54 million in water system improvements statewide. From upgrading our treatment facilities to replacing aging water pipelines, we invest prudently and with purpose. And, because we invest our dollars responsibly, we provide our water for about a penny per gallon; an exceptional value for a service that is so essential to our daily lives.

We hope you agree, it's worth every penny and worth learning more about. Please take the time to review this report. It provides details about the source and quality of your drinking water using data from water quality testing conducted in your local water system through December 2011. For an electronic copy of this report, visit us online at www.amwater.com/caaw/.

At California American Water, our customers are our top priority, and we are committed to providing you with the highest quality drinking water and service possible now and in the years to come.

Sincerely,

Rob MacLean

About American Water

Founded in 1886, American Water is the largest publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in more than 30 states, as well as parts of Canada. More information can be found by visiting www.amwater.com.

About Your Water

The Thousand Oaks/Newbury Park Water System is served entirely by treated surface water purchased from the Calleguas Municipal Water District. Calleguas Municipal Water District is an authorized wholesaler of treated surface water received from the Metropolitan Water District of Southern California's Jensen Treatment Plant. The source of the raw surface water is the Sacramento River Delta and it is conveyed to Southern California via the California Aqueduct (also known as the State Water Project). Drinking water treatment technologies used for this imported water included conventional treatment (coagulation, filtration, and disinfection). California American Water distributes this purchased treated surface water for residential and commercial use throughout Camarillo, Thousand Oaks, and Newbury Park. In October 2007, MWD began adding fluoride to their treated water at an optimized target level of 0.8 mg/L.

For more information, please refer to the websites listed in the Water Information Sources section for California American Water, Calleguas Municipal Water District, and the Metropolitan Water District of Southern California.

Continuing our Commitment

Once again we proudly present our annual Consumer Confidence Report (CCR). This document covers all testing completed through December, 2011. We are pleased to tell you that our compliance with all state and federal drinking water laws remains exemplary. As in the past, we are committed to delivering the best quality drinking water. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

For more information or for any questions about this report relating to your drinking water, please contact California American Water's Customer Service Center at (888) 237-1333.

What is a Consumer Confidence Report (CCR)?

To comply with state and U.S. Environmental Protection Agency (USEPA) regulations, California American Water issues a report annually describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect your drinking water sources. In 2011, tests for over 250 contaminants were conducted at various sampling points in the water system, all of which were below state and federal maximum allowable levels. This report provides an overview of last year's (2011) water quality. It includes details about where your water comes from and what it contains.

This data presented in this report is a combination of data from our nationally recognized main water quality lab and local commercial laboratories that are certified in drinking water analyses by the State of California Department of Public Health.

If you have any questions about this report or your drinking water, please contact our Customer Service Center at (888) 237-1333.

Notice of Source Water Assessment

Large water utilities are required by the Department to conduct a Watershed Sanitary Survey every five years to examine possible sources of drinking water contamination. Metropolitan's 2010 update to the surveys were completed and submitted to the California Department of Public Health in March (Colorado River) and May 2012 (State Water Project) and include suggestions for how to better protect these source waters. EPA also requires utilities to complete one Source Water Assessment (SWA) that utilizes information collected in the watershed sanitary surveys.

Metropolitan completed its SWA in December 2002. The SWA is used to evaluate the vulnerability of water sources to contamination and helps determine whether more protective measures are needed. A copy of the assessment can be obtained by contacting Metropolitan by phone at (213) 217-6850.

Our Water Research Efforts

Cryptosporidium is a pathogenic protozoan found in the surface water throughout the United States. Although filtration removes *Cryptosporidium*, the most commonly used filtration methods cannot guarantee 100% removal. Ingestion of *Cryptosporidium* may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. People with severely weakened immune systems have a risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. *Cryptosporidium* must be ingested to cause disease, and it may be spread through means other than drinking water. Researchers with American Water have developed a new, more accurate test for *Cryptosporidium* in water. Our testing has shown this organism consistently absent in our drinking water.

For additional information regarding cryptosporidiosis and how it may affect those with weakened immune systems, please contact our Customer Service Center at (888) 237-1333 or speak to your health care provider.

Educational Information – Special Health Information

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's Safe Drinking Water Hotline (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the USEPA's Safe Drinking Water Hotline (800) 426-4791.

How to Contact Us

If you have any questions about this report, your drinking water, or service, please call California American Water Customer Service toll free: (888) 237-1333.

Water Information Sources

California American Water
www.californiaamwater.com

California Department of Public Health
www.cdph.ca.gov/programs/Pages/DDWEM.aspx

United States Environmental Protection Agency (USEPA)
www.epa.gov/safewater

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention
www.cdc.gov

American Water Works Association
www.awwa.org

Metropolitan Water District of Southern California
http://www.mwdh2o.com

Calleguas Municipal Water District
http://www.calleguas.com

Water Quality Association
www.wqa.org

National Library of Medicine/National Institute of Health
www.nlm.nih.gov/medlineplus/drinkingwater.html

What Are The Sources of Contaminants?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity.

Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides, which may come from a variety of sources, such as agriculture, urban stormwater runoff, and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, USEPA and the California Department of Public Health (Department) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Notice of Unregulated Contaminant Monitoring (UCMR)

The Federal Unregulated Contaminants Monitoring Rule First Cycle (UCMR1) testing was completed in 2003 for a list of contaminants specified by the USEPA. UCMR2 testing was conducted between November 2008 and August 2009 for the assessment monitoring of 10 chemical contaminants under List 1 and the screening survey of 15 contaminants under List 2. All List 1 and List 2 contaminants from the MWD treatment plant effluent were not detected except for NDMA.

These results were reported directly to the USEPA. Unregulated contaminants are those for which the USEPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the USEPA in determining the occurrence of unregulated contaminants in drinking water and whether regulation is warranted. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at (888) 237-1333.

Chloramine Statement

Chloramines are a California and federally-approved alternative to free chlorine for water disinfection. Chloramines minimize disinfection by-product formation. Another benefit of chloramines is improved taste of the water as compared with free chlorine. Chloramines are also used by many American Water systems and many other water utilities nationally. Chloramines have the same effect as chlorine for typical water uses with the exception that chloramines must be removed from water used in kidney dialysis and fish tanks or aquariums. Treatments to remove chloramines are different than treatments for removing chlorine. Please contact your physician or dialysis specialist for questions pertaining to kidney dialysis water treatment.

Contact your pet store or veterinarian for questions regarding water used for fish and other aquatic life. You may also contact our Customer Service Center at (888) 237-1333 for more chloramine information.

Lead Statement

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. California American Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home s plumbing. If you are concerned about elevated lead levels in your home s water, you may wish to have your water tested and/or flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the USEPA Safe Drinking Water Hotline (1-800-426-4791).

How to Read This Table

California American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the following tables. While most monitoring was conducted in 2011, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting this table, see the Definitions of Terms section.

Starting with a **Substance**, read across. **Year Sampled** is usually in 2011, or year prior. **MCL** shows the highest level of substance (contaminant) allowed. **MCLG** is the goal level for that substance (this may be lower than what is allowed). **Average Amount Detected** represents the measured amount (less is better). **Range** tells the highest and lowest amounts measured. A **No** under **Violation** indicates government requirements were met. **Major Sources in Drinking Water** tells where the substance usually originates.

Unregulated substances are measured, but maximum allowed contaminant levels have not been established by the government.

Definitions of Terms Used in This Report

AL (Action Level): The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.

MCLG (Maximum Contaminant Level Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

MFL: Million fibers per liter

MRDL: (Maximum Residual Disinfectant Level): The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfectant Level Goal): The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contamination.

NA: Not applicable

ND: Not detected

NL (Notification Level): The concentration of a contaminant, which, if exceeded, requires notification to CDPH and the consumer. Not an enforceable standard.

NS: No standard

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of the water.

pCi/L (picocuries per liter): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

PDWS (Primary Drinking Water Standard): MCL's for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

pH: A measurement of acidity or alkalinity, 7.0 being neutral.

PHG (Public Health Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHG's are set by the California EPA.

ppm (parts per million): One part substance per million parts water, or milligrams per liter.

ppb (parts per billion): One part substance per billion parts water, or micrograms per liter.

TON: Threshold Odor Number

Total Dissolved Solids: An overall indicator of the amount of minerals in water.

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.

Variances and Exemptions: State or USEPA permission not to meet an MCL or utilize a treatment technique under certain conditions.

µmhos/cm (micromhos per centimeter): A measure of electrical conductance.

%: means percent

Water Quality Statement

Last year, as in years past, your tap water met all USEPA and California State drinking water health standards. California American Water vigilantly safeguards its water supplies, and once again we are proud to report that our system has not violated a maximum contaminant level or any other water quality standard.

Water Quality Results — Thousand Oaks/Newbury Park

Regulated Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)

Substance (units)	Year Sampled	MCL	PHG (MCLG)	Thousand Oaks/Newbury Park		MWD – Jensen Plant Supply		Calleguas – Lake Bard Plant Supply		Violation	Major Sources in Drinking Water
				Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High		
Arsenic (ppb)	2011	10	0.004	NA	NA	2.3	2.3	ND	ND	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Fluoride (ppm)	2011	2.0	1	NA	NA	0.8	0.7 – 0.9	0.8	0.7 – 0.9	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate as N (ppm)	2011	10	10	NA	NA	0.4	0.4 – 0.5	ND	ND	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
Total Trihalomethane (TTHM) (ppb)	2011 (RAA)	80	NA	18	9.5 – 28.9	24	15 – 44	24	15 – 44	No	By-product of drinking water chlorination
Haloacetic Acids (HAA5) (ppb)	2011 (RAA)	60	NA	5.2	1.8 – 6.7	6	4 – 9	6	4 – 9	No	By-product of drinking water chlorination
Chloramines (ppm)	2010 (RAA)	MRDL = 4.0 (as Cl_2)	MRDL = 4.0 (as Cl_2)	1.84	0.25 – 2.2	1.9	1.8 – 2.0	1.9	1.8 – 2.0	No	Drinking water disinfectant added for treatment
Bromate (ppb)	2011	10	0	NA	NA	5.9	ND – 8.8	ND	ND – 7.1	No	By-product of drinking water disinfection

Bacterial Results (from the Thousand Oaks / Newbury Park Distribution System)

Substance (units)	Year Sampled	MCL	PHG (MCLG)	Highest Percentage Detected	Violation	Typical Source
Total Coliform Bacteria	2011	More than 5.0% of monthly samples are positive	(0)	2.0	No	Naturally present in the environment

Secondary Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)

Substance (units)	Year Sampled	SMCL	PHG (MCLG)	MWD – Jensen Plant Supply		Calleguas – Lake Bard Plant Supply		Violation	Typical Source
				Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High		
Aluminum (ppb)	2011	200	600	82	61 – 99	ND	ND	No	Erosion from natural deposits; Residue from water treatment processes
Chloride (ppm)	2011	500	NS	64	59 – 69	89	87 – 90	No	Runoff/leaching from natural deposits; Seawater influence
Color (color units)	2011	15	NS	1	1	6	ND – 15	No	Naturally occurring organic materials
Odor Threshold	2011	3	NS	2	2	ND	ND	No	Naturally occurring organic material
Specific Conductance (µS/cm)	2011	1,600	NS	500	420 – 530	638	633 – 644	No	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2011	500	NS	56	54 – 58	70	70	No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids (ppm)	2011	1000	NS	280	280 – 290	360	350 – 380	No	Runoff/leaching from natural deposits
Turbidity (NTU)	2011	5	NS	0.03	0.03 – 0.09	0.04	0.04	No	Soil runoff

Turbidity – A Measure of the Clarity of the Water (at the Treatment Facility)

Plant	Year Sampled	MCL	PHG (MCLG)	MWD – Jensen Plant Supply	Calleguas – Lake Bard Plant Supply	Violation	Typical Source
				Level Found	Level Found		
Turbidity (NTU)	2011	TT = 1.0 NTU	NA	0.05	0.08	No	Soil runoff
		TT = percentage of samples <0.3 NTU		100%	100%		

Unregulated Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)*

Substance (units)	Year Sampled	Notification Level (NL)	MWD – Jensen Plant Supply		Calleguas – Lake Bard Plant Supply	
			Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High
Boron (ppb)	2011	1,000	190	190	200	200
N-Nitrosodimethylamine (NDMA) (ppt)	2011	NL = 10	3	ND – 6	ND	ND

Tap Water Samples: Lead and Copper Results (from the Thousand Oaks / Newbury Park Distribution System)

Substance (units)	Year Sampled	Action Level	PHG (MCLG)	Number of Samples	Amount Detected at the 90th Percentile	Number of Homes Above Action Level	Violation	Typical Source
Copper (ppm)	2009	1.3	0.17	36	0.206	0	No	Internal corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2009	15	2	36	8	4	No	Internal corrosion of household water plumbing system; Discharges from industrial manufacturers; Erosion of natural deposits

Additional Water Quality Parameters of Interest

This table shows average levels of additional water quality parameters, which are often of interest to consumers. Values shown here are averages of operating data for 2011. Values may vary from day to day. There are no health-based limits for these substances in drinking water.

Additional Constituents (Measured on the Water Leaving the Treatment Facility or within the Distribution System)					
Substance (units)	Year Sampled	MWD – Jensen Plant Supply		Calleguas – Lake Bard Plant Supply	
		Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High
Alkalinity as $CaCO_3$ (ppm)	2011	85	76 – 93	93	90 – 100
Calcium (ppm)	2011	27	26 – 28	29	29
pH	2011	8.2	8.1 – 8.4	8.1	7.9 – 8.3
Radon (pCi/L)	2011	ND	ND	ND	ND
Sodium (ppm)	2011	54	52 – 57	71	71
Total Hardness as $CaCO_3$ (ppm)	2011	110	100 – 120	130	130
Total Hardness as grains per gallon (gpg)	2011	6.4	5.8 – 7.0	7.6	7.6